



GCSE MARKING SCHEME

HOSPITALITY AND CATERING

SUMMER 2011

INTRODUCTION

The marking schemes which follow were those used by WJEC for the Summer 2011 examination in GCSE HOSPITALITY AND CATERING. They were finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conferences were held shortly after the papers were taken so that reference could be made to the full range of candidates' responses, with photocopied scripts forming the basis of discussion. The aim of the conferences was to ensure that the marking schemes were interpreted and applied in the same way by all examiners.

It is hoped that this information will be of assistance to centres but it is recognised at the same time that, without the benefit of participation in the examiners' conferences, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about these marking schemes.

GCSE HOSPITALITY AND CATERING – UNIT 2

MARKSCHEME – SUMMER 2011

Q.1 **Award 1 mark for each** correct answer. [3]

- (i) TRUE
- (ii) FALSE
- (iii) FALSE

Q.2 **Award 1 mark for each** correct answer. [3]

- (i) ENTRÉE a main course
- (ii) ROUX a mixture of fat and flour used for a sauce
- (iii) COULIS a sauce made of fruit or vegetable puree

Q.3 **Award 1 mark for each** correct answer. [4]

NOTE: Do **not** accept temperatures different to those stated below:

- (i) Food should be stored in a refrigerator below **5°C**
- (ii) The core temperature of cooked food should reach **75°C**
- (iii) Food should be kept out of the danger zone which is **5°C to 63°C**

Q.4 (a) **Award 1 mark for each** correct answer taken from list below. [3]

- Cook's knife (chef's knife, chopping knife, general purpose knife)
- Vegetable knife
- Paring knife
- Palette knife
- Potato peeler (peeler)
- Boning
- Filleting
- Meat cleaver

NOTE: Essential knives were asked for so do not accept, bread knife, etc.

(b) **Award 1 mark for each** correct safety rule. [4]

- Use the appropriately sized knife for the food to be cut.
- Keep knives sharp - a blunt knife is dangerous.
- Carry knives by the handle, blade downwards pointing towards the floor / pass by the handle.
- Never try to catch a falling knife.
- Do not leave knives on the edge of chopping boards or tabletops.
- Wash up carefully with sharp edge of blade facing away.
- Never place knives in washing up water where they cannot be seen.
- Store knives in a block or drawer.
- Don't run
- Handles should be grease free.
- Use correct hand holds when cutting e.g. claw, bridge, arch etc.
- peel away from you, not into the hand

- (c) **Award 1 mark** for an answer that gives the correct treatment but **does not** specify a coloured/blue plaster. [1]

Award 2 marks for correct treatment which specified application of waterproof coloured/**blue plaster**. [2]

First-aid treatment for a cut:

- Wash, dry and apply a blue waterproof plaster.
- If bleeding persists apply pressure and lift injured part (finger) above level of heart. (Accept wipe, clean with an antiseptic wipe).

- Q.5 (a) **Award 1 mark** for **each valid change**. [6]

1 mark awarded for valid change to pastry in each case [2]

1 mark awarded per valid change to filling in each case [4]

	Traditional	Vegetarian	Healthy Eating
Pastry	150g plain flour 50g block margarine 25g lard	150g plain flour 75g block margarine or 25g white Flora 50g block margarine (accept any white vegetable fat and all margarine)	150g wholemeal flour (or ½ plain and ½ wholemeal) 75g polyunsaturated margarine, e.g. Flora or 75g white Flora Accept low fat butter / reduced fat margarine but not low fat options as doesn't specify what it is.
Filling	2 rashers of bacon 1 onion 100g grated Cheddar cheese 2 eggs 125ml single cream	1 onion 100g grated vegetarian (rennet free) cheese 2 eggs 125ml single cream vegetables instead of bacon, e.g. mushrooms, peppers, tomatoes, leeks or vegetarian meat alternative (TVP or quorn) soya milk instead of cream	2 rashers lean ham (or use vegetables) 1 onion 100g grated Edam or other lower-fat cheese 2 eggs 125ml skimmed milk semi-skimmed milk Accept reduce the amount of cheese / cut fat of the bacon. Accept crème fraiche, yoghurt, low fat cream, vegetable substitutes.

- (b) **Award 1 mark** for a **simple explanation** of obesity (i.e. being fat or overweight). [2]

Award 2 marks for a **full answer** that includes either the relevant BMI or gives health risks of obesity.

Obesity is a term used to describe people who have a Body Mass Index (BMI) of over 30. Obesity increases the risk of other diseases and health problems such as high cholesterol, heart disease, strokes, Type 2 diabetes, stress, breathing problems, shorter life expectancy. etc.

- (c) **Award 1 mark** for **each** correct way of promoting healthy eating in schools.[4]
- Keep prices down to encourage take up
 - Include food from different cultures, food for vegetarians and other special dietary needs
 - Have daily 'specials'
 - Advertise new products around the school e.g. posters leaflets, famous role models
 - Make good use of colour, flavour and texture so that food looks attractive and tastes appetising
 - Get candidates involved in choosing 'healthy' dishes for the menu
 - Make 'healthy options' of food students like, e.g. burgers
 - Have regular 'tasting' sessions to introduce new dishes or ;'healthy options'
 - Reward regular customers with stickers, money-off vouchers, small prizes, etc.
 - Offer cheaper healthy options at break and lunchtime
 - Have tasting sessions to encourage students to try new foods
 - Invite a local chef in to show healthy but appealing dishes
 - Have speakers in to assembly to talk about healthy eating
 - Have 'free' fruit included with purchases at break and lunch times
 - Healthy eating included on curriculum (taught by Food Tech, PSHE, Catering teachers, etc)
 - 'Fruity Fridays' or similar school initiatives
 - Adhere to healthy eating guidelines:
 - Eat less fat
 - sugar
 - salt
 - Eat more fibre/NSP

Healthy eating on the curriculum, taught by Home Ec., sports, PSE etc.

Vegetable and fruit pots in vending machines.

Develop a school vegetable patch so fresh vegetables can be used in canteen or Hospitality and Catering lessons

Q.6 (a) **Award 1 mark for each** correct way of ensuring good portion control. [3]

- Use of equipment, for example:
Scoops and serving spoons
Ladles
Fruit juice glasses
Individual pie and pudding dishes
Ramekins
Sundae dishes
Individual moulds for jellies, mousses, etc
- Use of cutting lines / cut everything the same size and standard dishes
e.g. Lasagne to a set number of portions
- Careful garnish to show portions / careful decoration to show portions
- Weighing foods
- Counting items e.g. counting fish fingers / sausages
- Use of standard recipes for set number of portions

(b) **Award 1 mark for each** correct reason from the following. [3]

- To keep costs down
- To help planning (how many portions will these ingredients make)/ know how much to order
- To prevent waste (making too much or serving too much)
- To give customers a 'satisfying' portion for a fair price / avoid complaints
- So all customers have the same size portion
- To make a profit

(c) Answer could include some of the following: [6]

- Consistency - how thin or how thick, lump-free in case of sauces
- Texture - crispy, soft, smooth, crunchy
- Colour - includes the colour of the plates/dishes - remember that cream, white, green and brown are 'dead' colours that need lifting
- Dramatic shapes of plates/dishes/ interesting food shapes
- Amount of food on plate - should not be over-crowded, messy or covered in gravy, sauce, etc
- Temperature of food - hot food should be piping hot and cold food cold
- Savoury food served on oval plates or in oval dishes
- Use of doyleys and dish papers if appropriate
- Portion size - rich food served in smaller quantities
- Use of garnish - examples should be included, e.g. parsley, tomato
- Garnishes should be placed appropriately and not scattered like confetti
- Use of decoration - examples should be included
- Accompaniments - the addition of colourful vegetables and garnishes
- Adding sauces, coulis etc.
- Blanching vegetables to preserve the colour
- Food stacking e.g. Potato slices, lamb cutlets

Award 0-2 marks for a basic answer. Answer may resemble a list.

Award 3-4 marks for a good answer where candidates have discussed some of the factors that affect the appearance of food.

Award 5-6 marks for an excellent answer where candidates have discussed a range of factors that affect the appearance of food and give examples.

Q.7 (a) **Award 1 mark for each** correct answer from the following: [3]

- A purchase order / written order / order book /order form
- A delivery note / receipt
- A returns note
- A credit note
- An invoice
- A statement of account
- Bin cards
- Requisition (order) sheets from each department
- Stock sheets / stock book
- Computer spreadsheet / data sheets / database

(b) Answers could include the following: [6]

- Food is split into 3 categories for storage - perishable, dry and frozen - correct storage for each category is important
- Food should be stored on shelves and not on the floor
- Have good cleaning schedules
- Obey food storage rule - 'First in-First out' - move old stock to the front with each delivery
- Do not use any food past its 'Use-by' date
- Clean and defrost fridges and freezers regularly
- Wipe storage shelves regularly
- Use refrigerators that display temperatures on the outside (some have an alarm to indicate if temperature rises to unsafe level)
- Log temperatures of fridges and freezers at least twice a day
- Cover all food before refrigerating
- Report any signs of pests immediately
- Dry food must be stored away from steam / store room should not be too warm
- Good air circulation and humidity to keep food in good condition
- Temperatures should be -18°C for freezers, 1°C - 4°C for fridges (tolerance allows up to 8°C for fridges) 1°C - 3°C for chillers
- As a general rule raw meats are stored in separate fridges to cooked meats but if this is not possible then raw meat should always be placed in trays to contain drips and stored on the bottom shelf of a fridge below any cooked meat
- Storekeepers need high standard of personal hygiene

Award 0-2 marks for a basic answer where candidates have shown little understanding of the hygiene and temperature controls needed in food storage areas. Answer may resemble a list.

Award 3-4 marks for a good answer where candidates have shown some understanding of the hygiene and temperature controls needed in food storage areas.

Award 5-6 marks where candidates have shown an excellent understanding of the hygiene and temperature controls needed in food storage areas. Correct temperatures must be included for full marks.

NOTE: If candidates concentrate on personal hygiene of storekeeper a maximum **2 marks** should be awarded.

- Q.8 (a) **Award 1 mark for the correct packaging** in each case. [6]
Award 1 mark for each correct reason. All reasons must be different.

NB. If packaging is incorrect reasons will also be incorrect

- (i) Chicken curry with rice: accept either plastic container with tight-fitting lid or foil container with card lid. (do not accept metal or tin container)

Reasons: Plastic container / tub

- Keeps food hot
- Seals tightly to prevent leakage
- Can be used in a microwave
- Can be washed and re-used
- Does not react with food

Reasons: Foil container with card lid

- Keeps food hot
- Lids can be written on to identify contents
- Can stack easily / easy to carry
- Are lightweight
- Seal to prevent leakage

- (ii) Tuna, sweetcorn and mayonnaise sandwich: accept either clear plastic sandwich box or card container with cellophane wrap, paper / cellophane bag.

Reasons:

- Are light to carry
- Allow customers to see contents easily
- Keep the sandwich fresh
- Keep the sandwich hygienic / free for bacteria
- Can be labelled/printed on easily
- Protection: damage, bacteria, foreign bodies, etc.
- No to foil, cling film, just plastic bag
- Can be Recycled

Only accept exactly the same reason once

- (b) Answers may include the following: [6]

- Store food correctly (damaged or out of date stock costs money)
- Handle food correctly (careless preparation and cooking produces waste)
- Have good menu planning so that food is not over-ordered
- Prepare the right amount of food
- Use off-cuts of vegetables, etc in stocks and soups
- Accurate portion control
- Avoid excess garnish
- Make sure deliveries, especially of fresh foods, are handled efficiently
- Re-use as much as possible (plastic containers)
- Recycle as much as possible (paper, card, plastic, glass and metal)
- Reduce the amount of packaging by buying locally and in bulk
- Buy goods in reusable or recyclable containers
- Use dispensers for salt, sugar, sauces etc to cut down on the use of disposables

- Recycle food waste
- Compost peeling etc if outlet has its own garden
- Review waste procedures regularly
- Waste costs money to dispose of, so caterers should re use as much as possible.
- Changing to a more ECO-Friendly supplier

Award 0-2 marks for a basic answer where candidates have shown little understanding of the ways waste can be controlled. Answer may resemble a list.

Award 3-4 marks for a good answer where candidates have shown some understanding of the ways waste can be controlled.

Award 5-6 marks where candidates have shown an excellent understanding of the ways waste can be controlled

Q.9 (a) **Award 1 mark** for **each** correct factor Sam and Emma need to take into consideration when working out the selling price of their dishes. [4]

- Food costs / costs of ingredients
- Overheads, e.g. rates, rent, cost of gas, electricity, etc.
- Staff wages (labour costs)
- Profit
- Local competition
- VAT (if liable)

(b) **Award 1 mark** for **each** correct answer. [2]

- Staff are employed on a temporary basis to cover busy times of year only
- Staff can be laid off at the end of the season without financial penalty
- They can be employed full or part-time as needed / available at short notice
- They are often local so know the area and many know the establishment if been employed there before.
- More flexible, will work any combination of shifts etc.
- Cost less as not contracted
- No sick pay.

(c) The answer may include the following qualities: [4]

- Friendly personality
- Pleasant and polite manner
- Clean and proper clothing, possibly a set uniform
- Spotlessly clean hands and nails
- A pleasant smell, i.e. no overpowering after-shave or perfume and no body odour
- Fresh breath, discreet make-up, long hair tied back, well-groomed appearance
- Steady hands to be able to carry and serve food
- Knowledge of the menu in order to answer any customer queries and advise on allergies, etc
- Enthusiasm for the job and a willingness to serve others
- Good health because of long hours on feet

- Polite, calm and tactful even when dealing with awkward customers
- Loyalty to place of work and the ability to 'sell' and 'promote' facilities to customers
- Ability to handle compliments and complaints
- Personal Qualities: Reliable, punctual, team worker etc.
- Can operate machinery e.g. coffee machines,

Award 0-2 marks for a basic answer that gives up to three suggestions for qualities needed in waiting staff. Answer may resemble a list.

Award 3-4 marks for a good answer that gives several suggestions for qualities needed in waiting staff. The answer will contain discussion.

(d) Responses could include: [6]

Advantages/Benefits

- Saves time which would be spent preparing fresh alternatives
- May save money (employing chefs)
- May generate fewer air miles
- Have a long shelf life - leading to less food wastage
- Are quicker to prepare and cook
- Are easy even for inexperienced chefs to use
- Consistent quality
- Easy to store
- Are good as a 'stand by' in case of unexpected numbers of customers or emergencies
- Buying in bulk can be more cost effective
- Appearance may be more uniform
- Can help the inexperienced chef
- Foods that are not in season, can be obtained

Disadvantages

- Many customers expect 'home-made' goods for their afternoon tea, especially scones and cakes
- Some convenience foods 'taste' quite artificial
- Competition from other establishments that offer home-made goods
- Money tied up in stock
- Chefs would get bored as they cannot use or develop their own skills
- Once opened or started, convenience products have a limited shelf life
- Does not support local economy or show off local produce
- Less healthy, more additives etc.
- If there's excess packaging, environmental issues

Award 0-2 marks for a basic answer where candidates have shown little understanding of the use of convenience products. Answer may resemble a list.

Award 3-4 marks for a good answer where candidates have shown some understanding of the use of convenience products. Answer may concentrate on the benefits only.

Award 5-6 marks where candidates have shown an excellent understanding of the use of convenience products and is able to give a balanced view of the advantages and disadvantages.

Bullet points without an explanation should cover a maximum of 3 marks as question does ask for Evaluate

To access 5-6 marks should be a balance between positives and negatives.

UNIT 4

Online marking

WJEC will be using a method of marking examination scripts known as e marker ® for this paper. Under this system, candidates' scripts are scanned and then transmitted to examiners electronically via the internet. Examiners mark on-screen; marked responses and marks are then submitted electronically.

Whilst the basic principles remain unchanged, this method entails some important changes to the way the system operates when examiners mark on paper:

- Examiners do not mark complete scripts. Instead scripts are divided into segments by question (item), and are transmitted to examiners in this form. Therefore each candidate's script will be marked by a number of different examiners.
- Examiners are required to complete an online standardising exercise. This involves the marking of a number of common candidate responses (roughly 30 of each item) which will be included in examiners' allocations at regular intervals during the process. Should marks given to these items fall outside the tolerance agreed by senior examiners on more than one occasion, examiners will be prevented from further marking of that item until the team leader has been able to resolve the issue.

In terms of technical requirements, examiners participating will need a personal computer running on Windows XP, Vista or Version 7 and a broadband internet connection. With an Apple Mac a Windows emulator is required.

For further details, please see the user guide available on e marker ® when you log on. Instructions on how to log on to the system and your username and password have been sent separately.

Q.1 **Award one mark for each** correct answer. [3]

- (i) true
- (ii) false
- (iii) true

Q.2 **Award 1 mark for each** correct answer. [2]

Answers could include:

- Accommodation
- Meals – 1 mark for any correct meal type e.g. Lunch, afternoon tea
- Snacks
- Conference facilities / **events room**
function facilities: weddings (service / ceremony)
celebratory party facilities e.g. wedding, birthday, anniversary, retirement, funeral, christening, barmitza, prom.
- Leisure facilities: pool, sauna, gym, tennis courts, beauty parlour, hairdressers etc.
- afternoon tea
- drinks - soft, alcoholic, tea and coffee
- **Room service**
- **Wake up calls**
- **Wi fi facilities**
- **Laundry**

Q.3 **Award 1 mark for each** correct answer [3]

- (i) Maintenance Officer
- (ii) Porter
- (iii) Concierge

Q.4 (a) **Award 1 mark for each** correct answer. [2]

- **name**
- car registration
- credit card details
- home address
- **phone number**
- **email**
- any special requests e.g. Morning paper, early morning call etc.
- medical issues
- **activities to be undertaken**

(b) **Award 1 mark** for correct response [1]

The Data Protection Act.(Accept just data protection)

Q.5 (a) **Award 1 mark for each correct answer.** [2]

- Hotel
- Guest House
- Bed and Breakfast
- Hostel / **Residential centre**
- Care Home
- Prison
- **Motel**
- **Pub**
- **Caravan Park**
- **Hospital**
- **Residential schools / Universities**
- **Armed forces**

(b) **Award one mark for each correct answer.** [2]

Answer could include:

- Provides jobs
- Could use local produce
- Reduces the carbon footprint
- Use local services e.g. electricians, florists, plumbers
- Clients/ Delegates visits local shops/services
- Clients/ Delegates could require residential accommodation
- **Brings money / trade to the area / tourists**
- **Provides facilities for local people as well as clients/ delegates / events could be held there.**

(c) **Award one mark for each point described.** [4]

Answers could include:

- Internet access
- Accommodation
- Meals and beverages – on site or brought in (1 mark)
- Stationary packs e.g. pens, pads
- White boards
- Projectors
- Lap tops
- **Fax**
- **Photocopying**
- **Telephone**
- **Cloakroom / toilets**
- **Complimentary items e.g. Water / sweets on tables**
- **Translation service**
- **May have a secure car park**
- **Well lit, ventilated soundproofed rooms / meeting rooms / various sized rooms**

Q.6 (a) **Award 1 mark for each answer.** [2]

Answer could include:

Reduce:

- Buy food in larger quantities to cut down on packaging
 - Buy fresh foods rather than tinned or packaged food
 - Only cook enough food for amount of customers expected or cook to order
- Use effective portion control.**
Energy saving – devices, timers for the dishwasher, only using when full
Procedures: fill the freezer, fill the cooker, turn off after use
Purchase energy efficient equipment, triple A rated.
PAT testing – efficiency

Re-use

- Re use containers / **bottles** in the kitchen to store food
- Use leftover vegetables for stock/soup
- Use leftover meat for another dish e.g. shepherd's pie
(food hygiene regulations considered)

(b) **Award 1 mark for each correct answer** [2]

- Advising guests of their environmental policy via:
Leaflets
Flyers
Notices
Word of mouth when clients check in
Notices on their web page
Correspondence with clients Emails / letters

(c) Criteria marked - Examiners to refer to paper Mark Scheme

[4]

Award 0 – 1 marks for an answer that recalls some knowledge and demonstrates a basic restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 2 – 3 marks for an answer that recalls knowledge and demonstrates understanding of ways of conserving energy and water. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 4 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of ways of conserving energy and water. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answers could include:

- Using key cards that work the lights when put into slot on wall
 - Timers on lights
 - Solar panels
 - Timed heating
 - Timed air conditioning
 - Setting temperatures on heating so only comes on when needed
 - Advising guests of hotel policies
 - Having showers not baths
 - Using towels more than once
 - Using waste water for watering the garden
 - Collecting rain water in butts to water garden
 - Don't leave taps running
 - Timed water for washing hands / short burst taps
- Hippo bricks / dual flush toilets**
Energy efficient light bulbs
Don't leave TV s on stand by
Travel kettles instead of full size
Only provide water with meals (if provided) on request.

A list with no explanation should be awarded 0-2 marks, even if they have given more than four points.

7. (a) Award 1 mark for each correct answer: [3]

Answer could include:

- Telephone / **walkie talkie / intercom / radio**
- Electronic Point of sale (computer / hand held computer)
- Paper: order pad / sheet
- Face to face: Verbal: shout, take it into the kitchen

(b) Criteria marked - Examiners to refer to paper Mark Scheme [5]

Award 0 – 1 mark for an answer that recalls some knowledge and demonstrates a basic knowledge of teamwork. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of teamwork. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of teamwork. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answers could include:

- Things will get done quicker / reference to target setting, targets being achieved.
- Problems are solved
- Fewer problems occur
- Staff help each other
- Happier staff / more pleasant environment / **motivated staff**
- Better service for customers / **improved standards / efficiency / improved customer care**
- Aware of any changes that have been made
- **Communication is improved.** Each area of the industry relay information to each other.
- **Assists the smooth running of the establishment / if you don't have team work things will not run smoothly**
- **Peer training / sharing of tasks can take place**

Maximum 2 marks for a given list even if they have included the majority of the above points

Q.8 (a) Criteria marked - Examiners to refer to paper Mark Scheme

[5]

Award 0 – 2 marks for an answer that recalls some knowledge and demonstrates a basic knowledge of planning a menu for a children's party. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of the points to consider when planning a menu for a children's party. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the points to consider when planning a menu for a children's party. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answer could include:

- Wide choice of dishes
- Foods to suit children e.g. no strong flavours / **Portion size / colour flavour texture / Healthy**
- Finger food or fork buffet or sit down meal
- Foods in season / latest food trends
- Cost
- Skills of chef
- What's **the theme**
- **Where in the centre do they want it?**
- **When? Time of day, Time of year.**
- Age range of children
- Number of guests; **children and adults**
- Dietary needs
- Allergies
- Nutritional content
- Choking hazards

Maximum 2 marks for a given list even if they have included the majority of the above points

(b) Criteria marked - Examiners to refer to paper Mark Scheme

[5]

Award 0 – 2 marks for an answer that recalls some knowledge and demonstrates a basic knowledge of health and safety when setting up the room for the children's party. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of health and safety when setting up the room for the children's party. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of health and safety when setting up the room for the children's party. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

- Access for disabled / **prams / pushchairs / space between tables**
- Fire safety checks / **signage**
- Risk assessment
- Spills on floor
- Carrying equipment
- Lifting equipment safely
- Setting up the tables ensuring cloths are not a tripping hazard
- **Coats are out of harm's way: tripping hazards / no trailing wires / wires hidden away.**
- Access to bring in and remove dirty equipment from the room safely
- Knowing who is in charge of first aid / **where first aid kit is**
- Not having equipment and cutlery hanging on edges of tables
- Keeping glass away from edges of tables
- Use plastic ware
- Check decorations are not a hazard
- Room suitable for the capacity required / **space**
- **Suitability of furniture: safe, correct heights etc.**
- **Well lit / good light**

Maximum 2 marks for a given list even if they have included the majority of the above points

Q.9 (a) **Award 1 mark for each** correct answer

[2]

Answer could include:

- AA
- RAC
- Diamond ratings
- Crown ratings

(b) Criteria marked - Examiners to refer to paper Mark Scheme

[6]

Award 0 – 2 marks for an answer that recalls some knowledge and demonstrates a basic knowledge of facilities expected in a 4* hotel. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of facilities expected in a 4* hotel. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 – 6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of facilities expected in a 4* hotel. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

- Valet parking
- Concierge
- Room service
- Fitness centre / **swimming pool**
- Rooms should be bright and clean
- Good lighting / **well lit open reception area**
- Size of rooms for functions etc.
- Disabled access
- Suitability for purpose / **fully functioning and safe / good state of repair.**
- Security of guest luggage etc.
- Warm and welcoming
- Well signed access to all areas
- Facilities available e.g. health suite
- Car parking facilities
- Excellent food and service
- Bedrooms will include - single, double or family occupancy:
TV s
Wi fi – may be at a charge
Good quality furnishings and fittings / tastefully decorated
Mini bar
Tea and coffee facilities
Ironing board and iron / trouser press / hairdryer

Maximum 3 marks for a given list even if they have included the majority of the above points

(c) Criteria marked - Examiners to refer to paper Mark Scheme

[8]

Award 0 – 3 marks for an answer that recalls some knowledge and demonstrates a basic knowledge of how clients can judge the quality of service. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 4 – 6 marks for an answer that recalls knowledge and demonstrates understanding of how clients can judge the quality of service. The answer will include a range of points of how clients can judge the quality of service. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 7 – 8 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of how clients can judge the quality of service. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answer could include:

- Staff are reliable, pleasant, polite, **approachable (personal skills)**
- Guests not kept waiting / **speed of service**
- Accurate records kept
- Staff respond quickly to customers' needs
- Competent staff
- Staff are courteous to customers / **good welcome on arrival / good first impression**
- Well groomed staff / **staff presented well**
- Trustworthy honest staff
- Staff have good communication skills / multi lingual staff
- Customers feel safe and free from danger
- Good surroundings / **clean rooms**
- High quality equipment and rooms
- Problems are dealt with quickly and efficiently
- Customer evaluation forms / **comment cards** can be completed
- **Complimentary toiletries / nibbles in rooms**

Maximum 4 marks for a given list even if they have included the majority of the above points

Q.10	(a)	Award 1 mark for each correct answer.	[2]
Answer could include:			
<ul style="list-style-type: none"> • Smartly dressed • Well groomed • Clean • Polite / service with a smile • Confident professional attitude • Prompt and Punctual 			
<hr/>			
(b)		Award 1 mark for each correct response	[3]
<ul style="list-style-type: none"> • In house training • External training provider • Send on a course • Send them to college • Job shadowing • Role play activities 			
<hr/>			
(c)		Criteria marked - Examiners to refer to paper Mark Scheme	[6]
<p>Award 0 – 2 marks for an answer that recalls some knowledge and demonstrates a basic knowledge of how staff can ensure good customer care. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.</p>			
<p>Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of how staff can ensure good customer care. The answer will include a range of points of how clients can judge the quality of service. The answer will include a range of points with evidence of discussion. Expression.</p>			
<p>Award 5 – 6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of how staff can ensure good customer care. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.</p>			
Answer could include reference to the following:			
<ul style="list-style-type: none"> • How to deal with complaints effectively / keep customers happy / checking everything okay at regular intervals during the clients stay / customer always right • Explain the effects of poor service – customers will not return. • Loss of customers means loss of earnings. • Poor service means staff will be laid off or the establishment could close. • Explain how to ensure all customers are happy with the food or service by completing evaluation forms. • Knowing how to deal with compliments. • Good customer care means word will get round that the establishment is good and you will get more customers. • More customers equals more profit. • Putting the customers first, make them feel valued and safe so they want to return. • Procedures to follow / acting on customer feedback: emails, letters, phone calls etc. 			
<p>Maximum 3 marks for a given list even if they have included the majority of the above points.</p>			

(d) Criteria marked - Examiners to refer to paper Mark Scheme [8]

Award 0 – 3 marks for an answer that recalls some knowledge and demonstrates a basic understanding of the role of a manager in the running of a successful hotel. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 4 – 6 marks for an answer that recalls knowledge and demonstrates understanding of the role of a manager in the running of a successful hotel. The answer will include a range of points of how clients can judge the quality of service. The answer will include a range of points with evidence of discussion. Expression

Award 7 – 8 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the role of a manager in the running of a successful hotel. **Reference must be made to the importance of this role, or why he needs to carry out certain tasks: consequences of his role. The** answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answer could include:

Managers role is very important to ensure the smooth running of the hotel

This includes:

- providing support for staff / training staff, developing staff with a view to promotion, carrying out staff appraisals, knows how to get the best from his/her staff, * **Working out rotas. Authorise wages and payments, appointing staff**
- Organise and lead the staff efficiently, good team leader: holding regular team meetings, delegating work, making sure staff and customers are happy.
- To deal with problems effectively: staff and customers, liaise with all departments via team leaders, housekeeping, and kitchen and maintenance staff.
- Be responsible for the health and safety of staff and customers and establishment, keep up to date with current guidance / legislation
- to be aware of factors he needs to consider to ensure the hotel makes a profit / know how to promote the hotel
- Effective Communication with their staff, customers, colleagues and suppliers/service providers.
- **Authorising new equipment, resources etc.**
- **Assessing feedback and acting on it**

Negative comments on what happens if the manager does not do a particular role may also be credited.

Maximum 4 marks for a given list even if they have included the majority of the above points



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